

UTILITY ACCOUNTS RECEIVABLE SPECIALIST

PURPOSE: To perform a variety of responsible collection work for the Customer Service Division of the Public Works & Utilities Department.

FUNCTIONAL AREAS:

1. Perform field and office work to collect on delinquent utility accounts.
 - * A. Review and evaluate delinquent account files.
 - * B. Develop collection letters, notices and forms.
 - * C. Contact customers by letter, telephone or personal visit to collect or to negotiate and arrange a payment plan.
 - * D. Maintain records of correspondence and document collection efforts.
 - E. Issue receipts for payments.
 - * F. Monitor payment plans to ensure obligations are met.
 - * G. Provide recommendations that account balances be written off to bad debt.
 - * H. Refer accounts to paralegal when legal action may be required.
2. Perform related duties.
 - * A. Respond to customer inquiries and complaints by telephone and in writing.
 - * B. Serve as liaison between social service agencies and customers in need of financial assistance.
 - * C. Determine budget and/or contract payment plans for customers with active, inactive and delinquent accounts.
 - * D. Recommend shutoff of services and process service shutoff notices and orders.
 - * E. Determine when security deposits will be required for activated accounts, and review customer accounts for release of security deposits.
 - * F. Process energy assistance payments.
 - G. Develop methods to increase the efficiency of and improve the collection process.
 - H. Train new collectors.
 - I. Support other staff members by assisting with their job duties as necessary.
 - J. Perform related tasks as assigned.

JOB REQUIREMENTS

Education & Experience Requirements:

- † Two (2) years of verifiable experience performing collection and customer service work; or a combination of education and experience determined to be equivalent.

License Requirements

- †__ Possession of a valid Minnesota Class D driver's license or privilege by the date of appointment and thereafter.

Knowledge Requirements:

- † A. Knowledge of collection techniques and processes.
- † B. Knowledge of problem solving and negotiation techniques.
- † C. Knowledge of general office procedures and basic bookkeeping and record keeping principles and practices.
- † D. Knowledge of general accounting principles and practices.
- E. Knowledge of accepted business letter writing formats.

Skill Requirements:

- † A. Skill in effective communication, both orally and in writing.
- B. Skill in microcomputer operations and associated software applications including word processing, data base, and spread sheet.
- C. Skill in establishing, organizing, maintaining and updating manual and electronic files and records.
- † D. Skill in interviewing customers and negotiating payment arrangements.

Ability Requirements:

- † A. Ability to work under stressful situations dealing with angry and upset customers.
- B. Ability to work independently and set work priorities.
- † C. Ability to meet and deal effectively and courteously with delinquent account holders.
- † D. Ability to establish and maintain effective working relationships with co-workers, supervisors, and the general public.
- † E. Ability to make arithmetic computations and to prepare statistical reports.
- † F. Ability to keep accurate financial records and accounts.
- † G. Ability to be bonded.
- † H. Ability to operate a variety of standard office equipment including computer terminal, computer software, telephone, calculator, copy and fax machine requiring repetitive arm and finger movement.
- † I. Ability to sit for extended periods, and to occasionally stand, walk, push, pull, stoop, and reach to carry out duties.
- † J. Ability to lift and carry office supplies and equipment weighing up to 20 pounds, and to frequently lift and/or carry supplies weighing up to 10 pounds.
- † K. Ability to attend work on a regular basis.

*Essential functions of the position

†Job requirements necessary on the first day of employment

Anlst: JA	Date: 20060320
Union: Basic	Pay: 132
CSB: 20060404	Class:
CC: 20060626	Res: 06-0465R

